

System Map 2, Feedback Loops

Document Control # 10070SUPPORT FOR (AGENCY): DFR

FOCUS AREA: Department of Family Resources (DFR) Central Office

FEEDBACK LOOPS:

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<u>Suppliers</u>	<u>Inputs</u>	<u>Processes/Functions</u>	<u>Outputs</u>	<u>Customers</u>
Federal Legislature	Laws	Primary 10094 Cash Assistance to Needy Families 10095 CCDF (Child Care Development Fund) 10096 Food Assistance to Needy Families (Food Stamp) Housing & Community Services 10097Medicaid Eligibility 1st Steps 10098Program Integrity/Quality Control Other State and Federal Programs (Children Special Health Care Services (CSHCS), Burial Assistance, RCAP, IV-E Medicaid, HCI.) 10092 DFR Local Offices	Policy Response Fraud Claims Extension Decisions Error / No Error Reports Federal Reports Annual Report Sampling Plan and Operations Response to Federal Errors	Local Office Staff Federal Government Taxpayers Clients Central Office Staff State Executive Office Other States Research Community
State Legislature	Regulations			
Federal Executive Branch	Legal Decisions / Settlements			
State Executive Branch	Policy Development			
Policy Unit	IPPM Manual			
Courts	Good Cause Requests			
Clients / Recipients	Supporting Documents			
Local Office Staff	Business Needs			
Third Party Contacts (Banks, Employers, etc.)	Interpretations of regulations / laws			
Federal Agencies	Case Files	Technical: 10127 ICES dB IV-D Good Cause Database Fraud Hotline	Client Notices Local Office Notifications MOUs / Contracts	Research and Statistics Other Agencies Federal Agencies Indiana Commission on Public Records Vendors
Financial Management	Answers to Questions			
State Auditor	Independent Verifications			
Indiana Commission of Public Records	E-mail Requests for Verification of alien entitlement	IT Support Contract Management System S.A.V.E. dB (immigrant status) 24 Month Extension Request dB WRIDB Data Warehouse Peoplesoft EBT (Electronic Benefits Payment)	Administrative Letters Training State Plan Amendment Flash Bulletins Transferred Cases Verification for S.A.V.E. Request for Further Information Requests for Forms Up-to-date Forms	
Legal	Form Inventory			
Central Office Staff	Constituency Inquiries			
Vendors				
Data Management				
		Administrative Support DFR ICES Help Desk 10100 DFR Contract Monitoring, Management & Auditing 10101 DFR Budget/Finance 10102 Human Resources 10103 Legal Consolidated Training Unit DTS (Division of Technology Services) Primary Agency Interfaces: DCS OMPP	Federal Reporting MOU/Contracts	
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